

Role Description – Door Greeter

“First impressions last.”

People’s first experience can have a powerful & lasting impact on them, and on their possible future in this church. As greeters / welcomers, you have the opportunity to present the church in the most positive & loving way possible. We are the body of Christ, and for some people, the only representation of Him they will see.

This role is particularly important for the way that first-time visitors are treated. If people are not treated well the first time, they will not come back.

Some practical steps.

- Arrive at least 30 minutes before the service is due to start, and plan to stay late afterwards.
- Check for any inserts to the Chronicle, or extra hand-outs.
- Ensure all three (3) sign-in stations are set-up and ready to go (if they are not, find a staff member to help):
 - Reception desk check-in computer for quick check-in
 - Kids Church computer for Family check-in
 - Manual Sign-in table for guests and visitors (near noticeboard in foyer).
- Put on Kingsley Volunteer shirt and an Orange ‘Here to Help’ Lanyard.
- Decide who will operate the reception check-in computer and who will welcome people at the door and guide people to the correct check-in stations.
- Peg open front door if weather permits to reduce excessive contact on door handle. Consider wiping down door handle in quiet welcoming times if door is closed.
- Keep Auditorium doors open at all times.
- Monitor if people are using the sanitising station as they enter through the front door. If not, encourage them to use the hand sanitiser at their check-in station.
- Monitor if people appear to be unwell. If you suspect they may be ill, just quietly ask them if they are unwell, and encourage them to go home if they are unwell. Ensure they have safe transportation home.
- Familiarise yourself with the latest COVID-19 Safety Plan for Kingsley Church of Christ. Available on the main Elvanto page and stick to the guideline set-out in the plan.

For first-time visitors / guests

- Greet people warmly, with a genuine smile.
- Get the names of *all* visitors as they arrive, including children. Do your best to say the name back to them, so that you get it right. You may not remember it exactly afterwards, but making the effort shows a measure of care. This is especially important for people with unusual or hard to pronounce names.
- If you are not sure if it is their first time, ask them. It is OK to be unsure, and say something like, “I don’t think I’ve talked with you before”, or “Do you come to our other service?” It is better to risk a little embarrassment over not remembering them, than to risk alienating someone by ignoring them on a return visit.
- Ask a few questions about them, such as, “Do you live near by?”, “Do you know anybody here?”, “Are you members of another church?” etc.
- Give them a Chronicle. If they have school-aged children (3 years old through to Year 6), tell them that we have a children’s program that runs during the sermon. Direct them to the family check-in area and introduce them to the Kids Church Leader facilitating that area (Blue Lanyard). This person will get them signed in for Kids Church.
- Offer to escort visitors into the auditorium to be seated. There should be two of you at the door, so you can leave for a couple of minutes, while the other remains.
- Once they are inside, return to the lobby, and write their name & details down on a connect form.
- Some time during the service, find Mike or Brendan, and point out any visitors to them, along with their names.
- Go & talk to them *first* after the service. You may like to start by asking their reaction to the service, as a conversation starter. Otherwise just start to get to know them. Seek to discover an interest that they share with another member, so that you can introduce them to each other. This way, they feel like there are others here like them.
- Be sure to introduce them to Mike or Brendan before they leave. The pastoral staff & elders will *always* make time to meet a visitor.
- Ask for their contact details or have them fill in a response form with their address, phone number and / or e-mail, and do not be afraid to tell them that we would like to follow them up. Mike or Brendan will send a letter during the

week/email if we get the information. In some cases, you will “hit it off” especially well. If so, you can offer to follow them up yourself.

This is not to suggest that we should be “pushy” or overly enthusiastic in this role. It is possible to “smother” people who just want to come in quietly and go afterwards without having to engage in conversation. But do not let it ever be said that nobody *tried* to talk with them. Some people want to remain anonymous, with minimal interaction, but most just want to be noticed & treated with respect.

On a second visit –

- Welcome them back warmly. Be genuine in your pleasure to see them. This will come from your firm conviction that this is a good church to be a part of. The second visit is crucial to a person’s decision to stay. They want to see if it is as good every week as it was last time. Let us all do our best to make the answer to that question, “YES!”
- After 3 or 4 visits, most people will have formed some idea what their plans are regarding their continued attendance. By now, you may have a rapport with them, they should have met a few people, including at least one of the pastors. And they should have a good idea who we are, and whether or not they’ll “fit in”. Usually around this stage, one of the pastors or elders will begin to talk with them about the process of taking membership. You may feel confident to bring up the subject with them yourself, but do not worry if you are not.
- Remember to talk about connecting events which will occur on a regular basis. Also, if you are in a growth group, an invitation to join that group would also be especially helpful.

Above all else, BE welcoming people. Be the sort of person who willingly goes out of their way for the comfort & needs of others. We, the church, exist to make disciples, and we do that by showing them the love of God, and by building new relationships, which begin the moment someone enters the door of our building.

Thank you for the vital role you play in helping our church represent Jesus, to all who come here seeking Him.